

# SAFETY

## IN NUMBERS

*You could learn a lot from a dummy.*

### 2014 RECALLS



*Vehicle Safety  
& Compliance*

**803 Recalls**

**63.9 Million Vehicles**



*Equipment*

**81 Recalls**

**2.2 Million Vehicles**



*Car Seats*

**5 Recalls**

**7.6 Million Car Seats**



*Tires*

**13 Recalls**

**368,720 Tires**

## Safety Recalls

You want the safest car for your family, but researching a car before buying or renting one is only the first step. Every year, millions of vehicles are recalled in the United States, yet one quarter go unrepaired. Whether you're in the market to buy or rent a car, you also want to make sure any recall notifications of safety defects have been addressed. Even after buying a car, it's just as important to stay informed of recalls—not only on your car, but on your car seats and tires, too.

To help car owners, buyers, and renters stay safe on our Nation's roads, NHTSA provides several resources for consumers to learn about [safety recalls](#) (PDF 552 KB), stay informed of notifications, and file complaints about safety problems. So let's start with the basics.

### What's a Recall and When Is It Necessary?

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

### What Does This Mean to Me?

When your vehicle, equipment, car seat, or tire is subject to a recall, a safety defect has been identified that affects you. NHTSA monitors each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations. If there is a safety recall, your manufacturer will fix the problem free of charge.

For more information, visit:

**[www.SaferCar.gov/vinlookup](http://www.SaferCar.gov/vinlookup)**



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



# THE PROBLEM

## Recalls Only Work If You're Aware of Them

- How will I know if there's a recall on my car?

If you've registered your vehicle, your manufacturer will notify you if there's a safety recall by sending you a letter in the mail. Be on the lookout for an envelope with this label:



- What do I do if my car is recalled? When you receive notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership. Whether you receive a recall notification or are subject to a safety improvement campaign, it is very important that you visit your dealer to have the vehicle serviced. The dealer will fix the recalled part or portion of your vehicle for free. If a dealer refuses to repair your vehicle in accordance with the recall letter, you should notify the manufacturer immediately.
- What if my car isn't recalled now—could it be recalled later? Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

## ...And If You Make NHTSA Aware of Your Safety Problem

- How can I report a safety problem to NHTSA?

Reporting a vehicle or equipment safety problem to NHTSA is an important first step to get the situation remedied and make our roads safer. If we receive similar reports from a number of people about the same product, this could indicate a safety-related defect may exist that would warrant opening an investigation. [Report your vehicle or equipment safety complaint on Safercar.gov.](#)

- Will I be contacted?

In some cases, an investigator from the Office of Defects Investigation may call you to clarify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed.

- What is NHTSA's process for investigating safety problems?

Our technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although we have no jurisdiction over defects that are not safety-related, we do review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment. There is no established number of reports that must be filed before NHTSA investigates an issue.

## OTHER SAFETY RECALLS

Your vehicle isn't the only thing that may be affected by a safety recall. Make sure you register your car seats and tires to receive notifications of recalls, and take advantage of these resources:

### Car Seat Recalls

- [Register Your Car Seat](#)  
Register your car seat with the seat manufacturer to receive recall notices
- [Receive E-Mail Alerts About Car Seat Recalls](#)  
Sign up to receive e-mail alerts from NHTSA about car seat recalls
- [Search for Car Seat Recalls](#)  
Look up car seat recalls by brand and model
- [File a Complaint About a Car Seat Safety Problem](#)  
Take 10 minutes to file an online complaint with NHTSA

### Tire Recalls

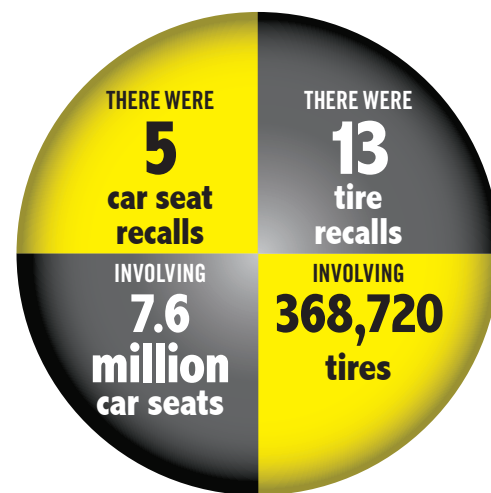
- [Receive E-Mail Alerts About Tire Recalls](#)  
Sign up to receive e-mail alerts from NHTSA about tire recalls
- [Look Up Tire Recalls and Complaints](#)  
Search for tire recalls by brand and tire line or size
- [File a Complaint About a Tire Safety Problem](#)  
Take 10 minutes to file an online complaint with NHTSA

# THE FACTS

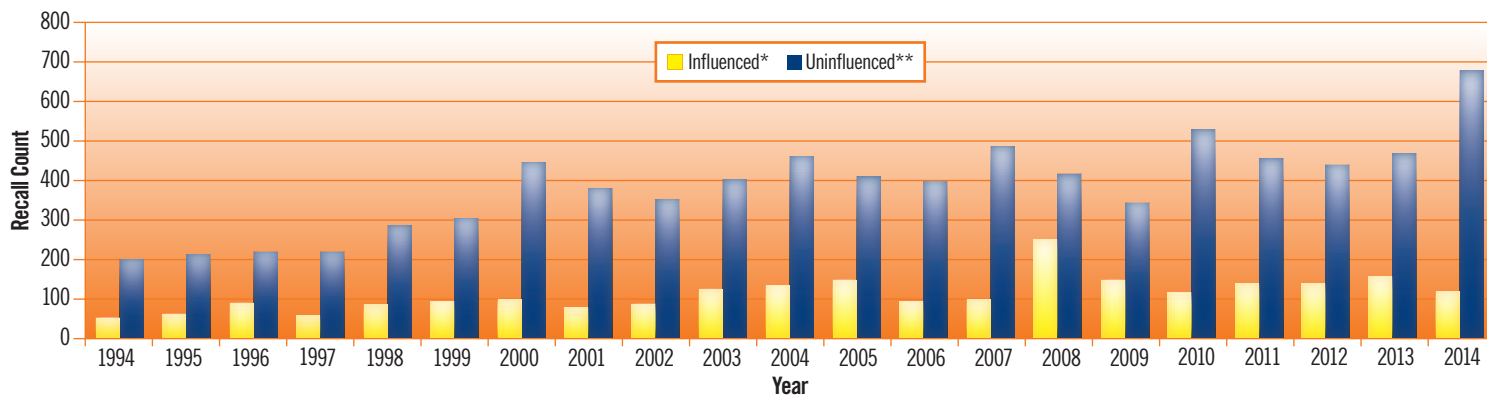
## Ten Largest Vehicle Recalls

Manufacturer	Recall Campaign	Component	# of Vehicles Recalled
Ford Motor Company	81V008	Parking gear	21,000,000
Ford Motor Company	96V071	Ignition	7,900,000
General Motors LLC	71V235	Engine mounts	6,682,084
General Motors LLC	14V400	Ignition switch	5,877,718
General Motors LLC	81V025	Control arm	5,821,160
Honda (American Honda Motor Co.)	14V351	Air bags	5,394,000
Ford Motor Company	05V388	Deactivation switch	4,500,000
Ford Motor Company	09V399	Deactivation switch	4,500,000
Toyota Motor Corporation	09V388	Pedal entrapment	4,445,056
Ford Motor Company	72V160	Shoulder belts	4,072,000

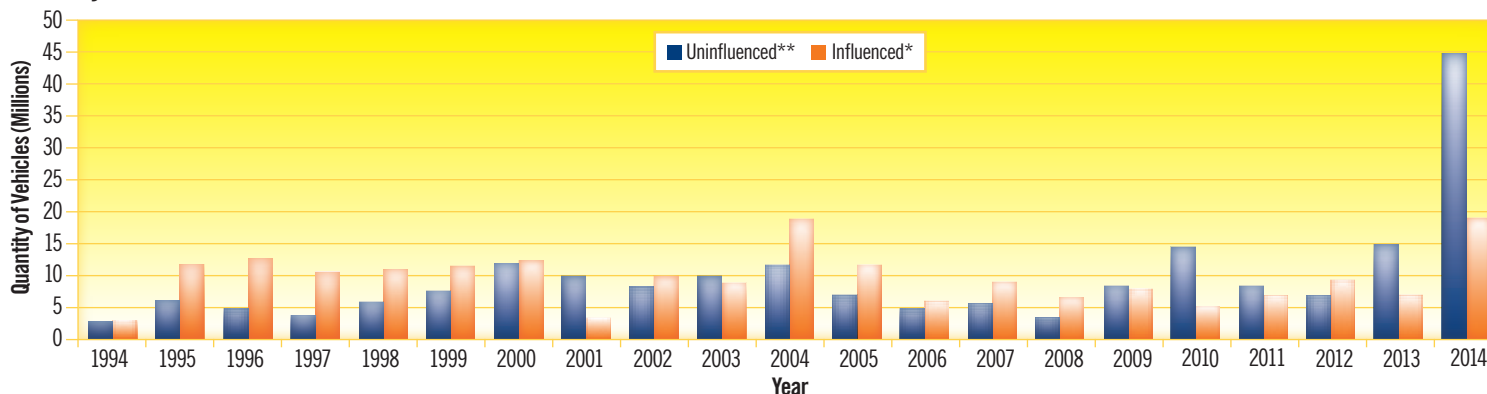
## Car Seat and Tire Recalls 2014



## Vehicle Recalls Per Year 1994-2014



## Quantity of Vehicles Recalled 1994-2014



\*Influenced – When a recall is either influenced by NHTSA investigations or ordered by NHTSA via the courts

\*\*Uninfluenced – When a manufacturer voluntarily initiates a recall

# WHAT YOU CAN DO

## Stay Informed and Let NHTSA Know If You Have a Safety Problem

There are several ways you can learn about whether there's a safety recall on your vehicle, equipment, car seat or tires. Take advantage of these resources, and help NHTSA keep our Nation's roads safe by filing a complaint when you suspect a safety problem. Here's how:

### Car Owners Can

- Register your vehicle to receive a recall notification from the manufacturer in the event of a safety defect.
- Sign up to receive NHTSA's e-mail notifications for vehicle and tire recalls.
- Enter your car's VIN into NHTSA's [Recalls Look-up tool](#) to quickly learn if your car **has not been repaired** as part of a safety recall in the last 15 years.
  - Your 17-digit VIN should be on the lower left of your vehicle's windshield; it's also located on your vehicle's registration card, and it may be shown on your insurance card.
- Get alerts sent to your phone: Download NHTSA's Safercar mobile app for iPhones or Safercar mobile app for Androids.
- Search for safety issues about vehicles, equipment and tires on Safercar.gov.
- File an online complaint with NHTSA about a [safety problem regarding a vehicle, equipment, car seat, or tire](#).



Your 17-digit VIN should be on the lower left of your vehicle's windshield and on your State registration.

### Car Buyers Can

- Ask for the Vehicle Identification Number (VIN) of the new or used vehicle you're considering buying to find out whether it still needs to be repaired because of a recall. Then use NHTSA's [Recalls Look-up tool](#), which lets you:
  - Enter a VIN to quickly learn if a specific vehicle **has not been repaired** as part of a safety recall in the last 15 years.
  - Directly access the recalls databases of major vehicle and motorcycle manufacturers.
  - Get relevant recall information to contact the manufacturer or dealer about the repair if it was part of a safety recall.

### Car Renters Can

- Before renting a vehicle, use NHTSA's [Recalls Look-up tool](#) to check if there are open recalls on the vehicle you are renting.

### Parents Can

- [Register your car seat](#) with the manufacturer to receive a notification if the manufacturer files a recall.
- Sign up to receive NHTSA's [e-mail notifications for car seat recalls](#).
- Get alerts sent to your phone: Download NHTSA's [Safercar mobile app for iPhones](#) or [Safercar mobile app for Androids](#).
- Search for [safety issues about car seats](#) by brand and model.
- File an online complaint with NHTSA about a [car seat safety problem](#) on Safercar.gov.



SaferCar Mobile App

[iPhone](#) [Android](#)

For more information, visit:  
[www.SaferCar.gov/vinlookup](http://www.SaferCar.gov/vinlookup)

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